CLARK ATLANTA UNIVERSITY
Job Description

Position Title: Director of Advancement Operations
Department: Office of Institutional Advancement and University Relations
Reports To: Vice President for Institutional Advancement and University Relations

The following statements are intended to describe the general nature and level of work to be performed and are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All duties listed are essential functions for the position. It is understood that other related duties may be assigned.

General Function (Description):
Under administrative review of the Vice President of Advancement and University Relations, the Director of Advancement Operations directs and oversees all administrative data management functions for CAU. The director serves as the liaison, contact and resource person for advancement operations. Advancement Operations comprises management of Raiser’s Edge Data Management and coordination between Banner applications and donation reconciliation.

Examples of Duties and Responsibilities:
- Expert knowledge and experience in Raiser’s Edge and Banner Data Systems
- Organizes and manages office operations.
- Supervises the Prospect Research and Data Integrity staff
- Composes sensitive correspondence and handle complex contacts between the Advancement office, donors, and gift prospects.
- Schedules, provides and conducts training for staff in utilization of data information systems.
- Manages Social Media communications and donor contacts.
- Serves as information source for VP of Advancement; ensure continuance of operational functions in her/his absence.
- Reviews and finalizes all reports related to donor history or grant applications.
- Acts as liaison with Presidential Cabinet, including preparing and distributing meeting notices and agendas, attending meetings, and minutes which have been stored/filed/placed in data records.
- Responsible for special administrative, program, or research projects as assigned.
- Manages requests for mailings, alumni events contacts and community engagements.
- Supports the major gift fundraiser for CAU as assigned prospect pool and associated fundraising goals are inputted into Raiser’s Edge.
- Acts in an advisory capacity on university matters involving the advancement office.
- Provides mailing lists, email files or social media contacts for meetings, seminars, conferences, retreats, luncheons, dinners, receptions and coordinate reservations/travel and catering arrangements.
- Hires, trains, supervises, and evaluates staff as assigned.
- Participates in institutional professional development and training.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities:
- Team-player with strong dedication to the purpose and mission of the CAU, combined with the confidence that comes from experience and achievement.
Empathetic listener with corresponding excellence in verbal and written communications.
- Finely-honed attention to detail and ability to proof-read reports
- Personal value system that encompasses a solid work ethic, personal integrity, conscientiousness and strong moral character.
- Quick-learner, self-starter, and self-motivated.
- Political astuteness and emotional strength.
- Positive, enthusiastic, professional image in representing the University and Foundation, both internally and externally.
- Results-oriented with a strong customer service focus.
- Ability to work under time pressures with multiple priorities and deadlines with accuracy.
- Ability to think clearly and reason well, and willingness to ask questions, solve problems and figure things out.

**Minimum Hiring Standards:**

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<thead>
<tr>
<th>Education</th>
<th>Bachelors’ Degree</th>
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<tr>
<td>Years of Experience</td>
<td>5 years of related administrative experience. five years of related administrative experience and three years of development operations office.</td>
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<td>Experience with an educational institution or other non-profit organization, including planned or annual giving/capital gift solicitation.</td>
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<td>Effective communication and interpersonal skills.</td>
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<td>General knowledge of charitable giving techniques, estate planning and current laws governing charitable giving, as required.</td>
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<td>Supervisory skills</td>
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<td>Highest level of computer skills are required by position</td>
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<td>Knowledge of non-profit sector.</td>
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